

Resource Validation Team Member

The Resource Validation Team Member organizes, validates, and ensures the quality of resources listed on the Baltimore City Health Department (BCHD) Resource Database CHARMcare. Accountability is exercised through check-ins with HealthCare Access Maryland (HCAM) and BCHD check-in meetings to discuss issues, establish workflow priorities, and receive direction and feedback on quality of work. The position pays \$15.00 per hour.

Job Responsibilities

- Create CHARMcare credentials that are used to log-in and update resource information on the online database.
- Ensure information listed on CHARMcare is up-to-date, accurate, and follows BCHD resource quality guidelines.
- Regularly contact community-based organizations and stakeholders via telephone and/or e-mail to verify information pertaining to resources is correct/updated before adding to the database.
- Takes responsibility for assigned resources and performs routine quality checks on resource information to ensure information remains accurate as the resource landscape in Baltimore City and Baltimore County changes.
- Ensure communication with CBOs and stakeholders is respectful and professional at all times.
- Keeps stakeholder information confidential when required or requested to do so. For example, if a CBO does not want information regarding their services listed on CHARMcare, the Resource Validation Team Member agrees and does not proceed with making CBO information public.
- Document/record all CBO interactions and obtained information in internal documents such as an Excel sheet or Word document.

Required Traits

- Efficient in Microsoft Word and Excel.
- Is able to hold conversations over the phone/virtually with a variety of stakeholders.
- Demonstrates ability to read and write clearly and effectively.
- Demonstrates understanding of basic technology skills needed to update the BCHD online database.
- Is a team player and possesses the ability to work well with others.
- Has a computer and access to the internet during work hours.
- Is able to multi-task and possesses strong organizational skills

To Apply

Send pdf versions of your resume and cover letter to the Baltimore City Health Department's Interns Team (bchdinternships@gmail.com). Please put "COVID-19 Information Monitoring Internship" in the subject line.



Bernard C. "Jack" Young, Mayor
Letitia Dzirasa, M.D., Commissioner of Health
1001 E. Fayette Street • Baltimore, MD 21202